

SANDY CITY
APPROVED CLASS SPECIFICATIONS

I.	<u>Position Title:</u> IT Assistant	<u>Revision Date:</u> 03/18
		<u>EEO Category:</u> Technician
		<u>Status:</u> Non-exempt
		<u>Control No:</u> 30407

II. Summary Statement of Overall Purpose/Goal of Position:

Under the direction of the Information Technology Director, assist IT with customer support. Resolve problems with equipment, including cell phones, desk phones, computer technologies, software/hardware and various other related duties.

III. Essential Duties:

- Assist City personnel to resolve problems with computer software, hardware and printers.
- Assist with the installation of computer software and hardware.
- Assist users with current software functions.
- Assist with help desk functions
- Assist with inventory of computer-related equipment and supplies.
- Assist all City departments with access to network connectivity.
- Clean and maintain printers as needed.

IV. Marginal Duties:

- Assist with files for bids, purchase orders, invoices, software licenses and employee forms.
- Assist with inventory records for all equipment.
- Assist with surplus equipment disposal.
- Assist with basic training of users with computer software, hardware and network connections.
- Assist to troubleshoot and resolve problems with network equipment.
- Assist with inventory of paper toner supplies.
- Perform other duties as assigned.

V. Qualifications:

Education: High School Diploma or equivalent education required.

Experience: One year job related experience required. Additional education may be substituted for required experience.

Certifications/Licenses: Requires a valid Utah driver's license.

Probationary Period: A one-year probationary period is a prerequisite to this position.

Knowledge of: PC operating systems; computer software programs, including Microsoft Active Directory, Microsoft Office, Internet, VMWare, Cisco equipment and Unix operating system. Basic software installation procedures; computer components including processors, mother boards, hard drives, accessories, cards and peripherals; basic computer troubleshooting techniques.

Responsibility for: Responsibility for the care, condition, and use of City computer equipment, printers, and other equipment.

Communication Skills: Ability to communicate effectively verbally and in writing using proper grammar and spelling; ability to follow written and verbal instructions; ability to professionally furnish and obtain information and develop effective working relationships; regular contact with other departments and outside vendors, requiring tact and judgment; frequent contacts involving the carrying out of programs and schedules requiring the influencing of others to obtain desired results.

Tool, Machine, and Equipment Operation: Regular use of telephones, cell phones, Virtual Desktop Infrastructure, printers, hand and network tools.

Analytical Ability: Walk users through trouble shooting and configuring software systems over the phone. Operate a variety of computer equipment and software; understand and follow oral and written instructions; explain technical material in layman terms; develop effective working relationships with customers, co-workers and Administration.

VI. Working Conditions:

Physical Demands: While performing duties of job, employee typically handles office equipment, objects, or controls; may periodically bend, stoop or crouch. Employee will sit or stand for long periods of time and may occasionally move up to 20 pounds.

Work Environment: Employee will generally work in a comfortable office setting; employee will work independently with minimal supervision. The noise level in the work environment is usually minimal. Great mental effort is required daily; moderate pressure is generated by frequent contact with other employees and the public and exposure to deadlines.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment compensation or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

PERSONNEL DIV APPROVED BY: _____ DATE: _____